



*Questions and Responses:*

**Q1. Section 1.4 page 7, Point of Contact**

The RFP states vendors must not communicate with any Department staff or officials regarding this procurement. May we contact local DHR directors about available space in their offices?

**R1. No.**

**Q2. Section 4.2 page 18, Proposal Format**

The RFP states proposals must be single-spaced, incorporating 1-inch margins, typed using Times New Roman (font), size 12 and printed/copied onto one side of standard (8½ x 11) white typing/copier paper. *Paragraphs must be double-spaced.* Should paragraphs be single-spaced or double-spaced or does this mean to double-space between paragraphs?

**R2. Body text should be single spaced. Double-space between paragraphs.**

**Q3. Section 4.2.5.1.7 page 20, Background Checks**

a. Employees hired prior to November 1, 2000 were instructed to await further instructions prior to having background checks completed. We have received no further instructions therefore some of our employees do not have background checks. Will this adversely effect the evaluation of this section of our proposal?

b. Do we include copies of each employee's letter of suitability in our proposal?

**R3. a. Criminal background check applies to contract employees who have unsupervised access to children.**

**b. No. List all employees who have unsupervised access to children and indicate whether they have had a background check and whether a suitability letter has been issued for each.**

**Q4. Section 5.0 page 23, Budget**

The RFP states the cost for providing services in a region can not exceed \$150 per child...the total budget for the region can be no more than \$150 x number of children served. Does this mean the total cost for direct services (eligibility) and is there a separate cost for program administration

**R4. This refers to the total cost for services. There is not a separate cost for program administration.**

**Q5. 3.1.3 NUMBER TO BE SERVED**

If Manager and Supervisors who facilitate case management do not have a caseload do they have to be counted in the 1-250 ratio caseload count?

**R5. Managers and Supervisors are not counted in the caseload count.**



- Q6.** Please clarify who is to be included in the 250 caseload count.
- R6.** **Employees who perform case management duties are included in the 250 caseload count. Case management duties include interviewing clients, verifying client eligibility for initial and continued services through third party sources, performing the basic resource and referral services required by policy, registering providers to participate in the Subsidy Program, maintaining provider files and authorizing payments to providers.**
- Q7.** Historically, contractors for these services have been funded at well above the \$150.00 per child (this specific contractor is currently at \$289 per enrolled child). This would mean cutting our (such as longer or fewer re-determination periods, lower percentage of record review, less responsibility for claims and overpayments, etc.) to allow the contractor to function with approximately half its current staff?
- R7.** **No.**
- Q8. 4.2 PROPOSAL FORMAT**  
Does the Proposal need to be double spaced or single spaced with double space between paragraphs?
- R8.** **See R2.**
- Q9. 4.2.5.1.7 BACKGROUND CHECKS**  
What documentation is required? May it be included as an attachment?
- R9.** **See R3b.**
- Q10. 4.2.5.2 VENDOR FINANCIAL STABILITY**  
Please specify/clarify the requirement for the letters from auditor(s). There is a letter to the Board of Directors included as part of the Audit Report (titled INDEPENDENT AUDITORS REPORT). Is this sufficient or do we need to secure a current letter from our independent auditor and if so, what statement/information should this letter contain?
- R10.** **Yes, the independent auditor's report is sufficient for this requirement.**
- Q11.** May the audit reports and auditors letters be included as an Attachment?
- Q11.** **Yes.**
- Q12. 5.0 BUDGET**  
If Budget is over \$150.00 per child, will proposal be rejected?
- R12.** **The total budget proposal, not the region budget, must not exceed \$150 per child. If the total budget proposed is over \$150.00 per child the proposal will be rejected.**
- Q13.** If contractor has more staff than the 1:250 caseload ratio, will the budget be rejected?
- R13.** **Vendors must meet the requirements as specified in the RFP.**



- Q14.** What will happen if no current contractor can operate the Child Care Management Services for the \$150 per child budget maximum?
- R14. The Department will continue to serve eligible families.**
- Q15.** What does the Department propose a current Contractor do if they cannot operate within the \$150 per child budget maximum?
- R15. Each contractor must determine their ability to meet all of the requirements/guidelines and limitations of this procurement. Proposals which exceed the fixed rate will be deemed non-responsive and no further consideration will be given.**
- Q16.** In determining the budget, do you count children that are currently receiving services only, or are the children on the Waiting List to be included in the budget amount. (Example: 1600 children currently receiving services and 800 children on the Waiting List. Is the budget maximum computed using 1600 children or 2400 children?
- R16. Children on the waiting list are not included in the budget amount.**
- Q17.** How was the \$150 per child derived?
- R17. The child count is the number of children enrolled as of March 2008.**
- Q18.** If children on the Waiting List are counted in the Caseload count in section 3.1.3, how can the Waiting List Children be excluded from the number to be served in the 5.0 Budget Section?
- R18. See R16.**
- Q19. 3.1.3 NUMBER TO BE SERVED (page 15)**  
“Staff providing all case management services, including but not limited to, caseworkers. Claims/overpayment, provider payment.....must be included when determining the 250 family caseload.” Are we correct in assuming that the receptionist and supervisors do not count towards the 250 family caseload?
- R19. Yes.**
- Q20.** “Vendors should consider the number of families served per county and the number of eligible families that may be on a waiting list when determining the number of staff positions to propose.” Does this mean that we add the # of families served per county (Appendix G) and the waiting list to come up with the number of staff position?
- R20. See R16.**



- Q21.** I have questions on the budget (appendix E):
- a. Space  
Are cell phone and/or blackberry expenses allowable?
  - b. Other  
Is an indirect cost rate an allowable expense?
- R21. a. The cost for phone service is an allowable expense. Each vendor's agency policy should dictate use of a specific type of telephone device.**
- b. An indirect cost rate is allowable if the agency has a federally approved indirect cost rate given by the cognizant federal agency.**
- Q22. Service Description 3.2.4**  
How many child care providers are currently serving Region 3?
- R22. There are approximately 519 child care providers currently serving Region 3.**
- Q23. Section 5, page 23, item 5.0**  
Does the cost of \$150 per child include children served both as enrolled and on the waiting list?  
All waiting list children must be determined eligible, list must be updated and purged, and children are often dropped and entered.
- R23. The cost of \$150 per child includes only enrolled children.**
- Q24. Section 5, page 23, item 5.0**  
If no proposals are received for a region within the "fixed rate" budget limitations, does the Department have plans to serve the children and families in that region?
- R24. The Department will continue to serve eligible families.**
- Q25. Section 5, page 23, item 5.0**  
Is there any circumstance wherein an agency can submit a proposal exceeding the \$150 per child which will be accepted for competition?
- R25. No. A fixed rate is specified in this RFP document for provision of services, any proposal submitted exceeding the fixed rate will be deemed non-responsive and no further consideration will be given.**
- Q26.** Why is there no Pre-Proposal Conference scheduled?
- R26. A pre-proposal conference is optional in all the Department's Requests for Proposals.**



**Q27.** Will the Department consider any changes in the Policy Manual in order to comply with the fixed price noted in the RFP? For example, the Policy Manual requires face-to-face interviews for certification and re-certification. Will policies be reconsidered in light of the budget constraints?

**R27. No.**

**Q28.** Will proposals be considered that do not comply with the fixed cost of \$150 per child as per Section 5.0 and the Note on p. 23 of the RFP?

**R28. See R25.**

**Q29.** Will the Department consider amending the RFP if no proposals with budgets consistent with Section 5.0, p.23 of the RFP is received for all parts of the state?

**R29. No.**

**Q30.** Does the fixed price of \$150 per child mentioned in Section 5.0 include children on the waiting list?

**R30. No.**

**Q31.** Does the Department have a plan in place to manage the Subsidy Program if viable proposal are not received for all parts of the state?

**R31. The Department will continue to serve eligible families.**